



Winter Newsletter



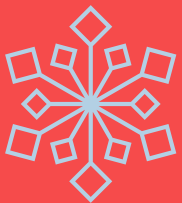
Your quarterly patient news letter is here

December



January

February



We would like to welcome our patients to Holes Lane Medical Centres first every Newsletter!

We hope you enjoy reading!



Staff changes this year

In January, a long standing member of our reception team retired after 33 years! We wish Janet all the best for the future

Nick Cummins was welcomed into the practice in January as our Business Governance Manager

Dr Iceton retired in April. You may be lucky to see her every now and again as she still works as locum for the practice!

Dr Tsormetsri joined the practice as a salaried GP in April after finishing his GP Registrar training!

Frank joined us as a Practice Nurse in April and will soon cover all aspects of Chronic Diseases

In October we saw Dr Vintila leave us for an exciting opportunity to complete a fellowship programme. Dr Dodd joined us not long after as a salaried GP

This year we have welcomed 4 new members of our reception team - Wendy, Sandra, Sam and Helen



patches
health

We recently introduced a new online consultation platform called Patches! This is in place of e-Consult

The Practice is using Patches as the first method of contact for treatment and advice. Patches for non-urgent problems can be made between 7.00am & 10.00am Monday to Friday. If your Patches is submitted before 10am you will receive a response the same working day before 6:30pm.

You can also use Patches for admin requests such as prescriptions, sick notes and general enquires. Admin requests are open Monday to Friday all day.

For those patients who are unable to use Patches, you can contact us via telephone 01925 599855 and a receptionist will complete one for you.

<https://patches.ai/practice/holeslanemedicalcentre>



MY CARE

IMPROVING QUALITY OF LIFE TOGETHER



Holes Lane
Medical Centre

NHS

MY WAY

COMING APRIL 2024

We are changing our annual review process for patients with chronic diseases. Starting April 2024 we will begin the process by focusing on patients who are living with Cardiovascular disease and Diabetes!



2024/2025 TRAINING DAYS

**Please note the practice will close at 1pm
on the following dates**

**If you require urgent medical assistance,
please contact NHS 111**

PLT is called 'Protected learning time'. These PLT sessions are dedicated to Clinical and non-clinical staff to undertake required and necessary training during these times therefore the practice would be closed on the following dates

Thursday 7th March 2024
Thursday 28th March 2024
Wednesday 24th April 2024
Thursday 16th May 2024
Thursday 13th June 2024
Thursday 27th June 2024
Thursday 18th July 2024
Thursday 26th September 2024
Thursday 17th October 2024
Thursday 21st November 2024
Thursday 6th March 2025
Thursday 27th March 2025

Did You Know?

We are a training practice! Every February and August we welcome GP trainees who stay with us for a minimum of 6 months!

A GP Registrar or GP Trainee is a qualified Doctor who will become a GP through a period of training in hospital and in General Practice.



Throughout Sept/Oct/Nov we have given 2720 Flu vaccinations and 2104 covid vaccinations!
Call us on 01925 599855 to arrange an appointment



Shingles vaccine

You are eligible from 1st September if you are:

50+ with a severely weakened immune system (severely immuno-compromised)

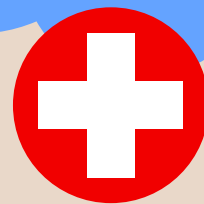
You turn 65 from 1st September 2023

70 to 79 you are eligible now



You can find emergency centre wait times by visiting

<https://dashboard.whh.nhs.uk/ed/>



We have a **facebook page**
<https://www.facebook.com/Hol-esLaneMedicalLimited>



FACT

Following our recent patient survey 67% of patients rated our reception team as either excellent or very good

84% of patients feel that the clinician deals with patient professionally and that confidentiality is taken into consideration

✓ FACT

During the month of October, our telephone queue on average was 2 minutes 5 seconds!

Additional Roles Reimbursement Scheme (ARRS)

The ARRS roles:

- **Social Prescribing link workers:** Help people focus on what matters to them as identified in their care and support plan. They connect people to community groups and agencies for practical and emotional support. Link workers typically work with people over six to 12 contacts (including phone calls and meetings) over a three-month period with a typical caseload of up to 250 people, depending on the complexity of people's needs.
- **Clinical Pharmacist:** Work in primary care in a patient facing role to clinically assess and treat patients using their expert knowledge of medicines. They will be prescribers, or if not, are working to complete an independent prescribing qualification following completion of an approved 18-training pathway or equivalent. They work with and alongside the general practice team, taking responsibility for patients with chronic diseases and undertaking structured medication reviews to proactively manage people with complex polypharmacy, especially for the elderly, people in care homes and those with multiple comorbidities.
- **First Contact physiotherapists:** Are qualified autonomous clinical practitioners who can assess, diagnose, treat, and manage musculoskeletal problems and undifferentiated conditions. Where appropriate, they are also able to discharge a person without a medical referral. First contact practitioner physiotherapists working in this role can be accessed directly by patients, or via referral from other members of staff. They can establish a rapid and accurate diagnosis and management plan to streamline pathways of care.
- **Paramedics:** In primary care can provide a rapid response to deteriorating patients and patients with long-term conditions, minor injuries, and minor illness. They can also support patients who require wound care, have fallen, have musculoskeletal problems, and have urinary tract or respiratory infections. Paramedics can supply a range of medicines through patient group directions, including antibiotics and analgesics.
- **Mental Health practitioner:** Support adults whose needs cannot be met by local talking therapies, but who may not need ongoing care from secondary mental health services. The practitioner can be taken on by a wide range of clinical and non-clinical roles with mental health expertise (ranging from Band 4-8a), such as a community psychiatric nurse, clinical psychologist, mental health occupational therapist or a peer support worker.

Mental health practitioners for children and young people can be developed to meet a wide range of needs, from early identification and intervention in primary care, to more targeted or intensive support and interventions as part of a joined-up approach with children and young people's community mental health services.

Do you wish there was more appointments available to you and your family???



Quay Healthcare CIC is engaging with the Warrington patient population on developing a Primary Care Resource Centre in Warrington.

The purpose of the consultation is to ensure that the new facility is fit for purpose and meets the needs of Warrington patients.

The proposed estate will provide a modern, accessible location for patients to receive the best possible experience when utilising health services.



Visit the link below to watch a video on the proposal

<https://quayhealthcare.org/patient-engagement-primary-care-resource-centre/>

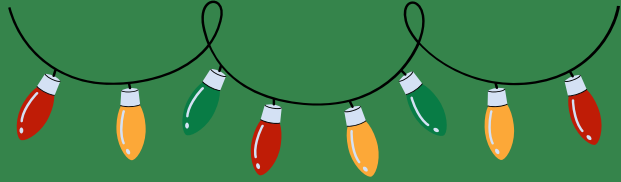


Use the QR code to have your say!



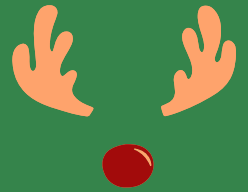
You can also complete a leaflet and pop it into the box on our front desk!

GOOD JOB!



Quick response, query dealt with straight away. Polite and professional

Always kept informed about appointments. Staff lovely and helpful. Doctors that actually care and listen



The kind lady on reception this morning was so caring and patient with me

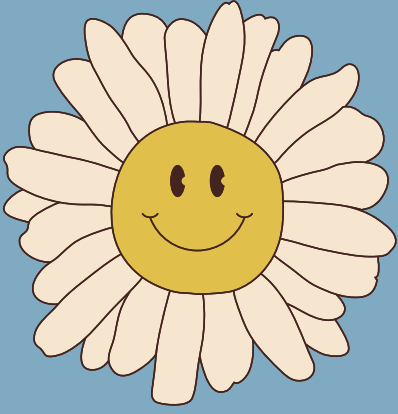


All staff members including reception, doctors and nurses are all kind and caring. They go above and beyond to help. Well done everyone

Quick and helpful response

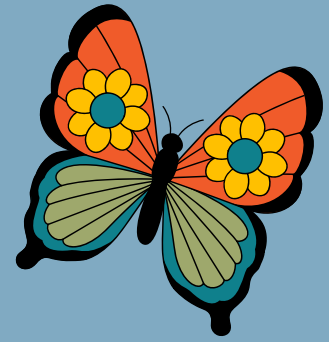
Excellent staff, always friendly and happy to help



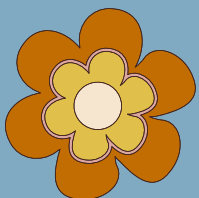


HELLO
January

Five ways to beat the January blues



1. Embrace winter activities Physical activity is a great mood booster that is proven to help fend off depression.
2. Take a trip
3. Skip resolutions and take up a new hobby
4. Warm up - Never underestimate the feeling of warmth...this is why we crave the sun
5. Find something fun to do with friends



Dry January, are you in?

Take part in Dry January to double your chance of a totally alcohol-free month - and get all the amazing benefits that it brings!



Healthy, clear skin



Sleep better



Improved mental health and concentration



Save money



Feel energised

Simple mocktails to enjoy

Cucumber and Watermelon Fizz

Ingredients

- 10ml elderflower cordial
- Double Dutch cucumber and watermelon mixer
- Cucumber ribbon

Method

1. Pour 10ml of elderflower cordial into a tall wine glass
2. Top with Double Dutch cucumber and watermelon mixer and stir gently
3. Garnish with a carefully cut cucumber ribbon



No-Groni Mocktail

Ingredients

- 25ml Aecorn aromatic mixer
- 25ml Aecorn bitter
- 25ml Seedlip spice
- Orange wedge to garnish

Method

1. Combine the aromatic mixer, bitter and Seedlip in a stemless wine glass over ice
2. Garnish with an orange wedge





LET'S TALK

Time to Talk Day happens on the first Thursday every February.

In 2024, it will be on February 1st.



Its a great day for communities, workplaces, schools, or anyone to get together and have a chat about mental health.

The more we talk about it, the better life is for all of us.



Tips for talking

There's no right or wrong way to talk about mental health. But these tips can help make sure you're approaching the conversation in a helpful way.

Think about the time and place

Sometimes it's easier to talk side by side rather than face to face. If you do talk in person, you might want to chat while doing something else. You can start a conversation when you're walking, cooking or stuck in traffic. But don't let the search for the perfect place put you off!

Ask questions and listen

Asking questions can give the person space to express how they're feeling and what they're going through. And it can help you to understand their experience better. Try to ask questions that are open and not leading or judgemental. For example, "how does that affect you?" or "what does it feel like?"

Treat them the same

When someone has a mental health problem, they're still the same person as they were before. When a friend or loved one opens up about mental health, they don't want you to treat them any differently. If you want to support them, keep it simple. Do the things you'd normally do

Be patient

No matter how hard you try, some people might not be ready to talk about what they're going through. That's ok - the fact that you've tried to talk may make it easier for them to open up another time.

